



CHAPTER 2

Migrating from Cisco Unity 4.0(5) or Later to the Shipping Version of Cisco Unity Connection

The sections in this chapter apply only to a migration from a Cisco Unity system that is running version 4.0(5) or later, is integrated with Cisco Unified CallManager version 4.0(x) or later, and uses Cisco Personal Assistant.

This chapter contains the following sections:

- [Task List for Migrating from Cisco Unity with Exchange to Cisco Unity Connection, page 2-1](#)
- [Task List for Migrating from Cisco Unity with Domino to Cisco Unity Connection, page 2-4](#)
- [Verifying System Requirements, page 2-5](#)
- [Obtaining Cisco Unity Connection License Files, page 2-5](#)
- [Duration of the Migration \(With Exchange Only\), page 2-7](#)
- [Gathering Telephony Settings from the Cisco Unity System, page 2-7](#)
- [Backing Up Cisco Unity Data and Messages, page 2-8](#)
- [Exporting Cisco Unity Subscriber Data and Voice Messages from Cisco Unity \(With Exchange Only\), page 2-8](#)
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Task List for Migrating from Cisco Unity with Exchange to Cisco Unity Connection

Do the following tasks in the order listed.

1. If Cisco Unity is at version 4.0(4) or earlier and you want to export data and messages from Cisco Unity for importing into Cisco Unity Connection, upgrade to Cisco Unity 4.0(5). The Unity to Connection Migration Export tool, which exports Cisco Unity data for import into Cisco Unity Connection, runs only on Cisco Unity 4.0(5) or later systems.

2. Verify the following requirements:
 - a. Requirements for the Cisco Unity Connection system and for the migration. See the “[Verifying System Requirements](#)” section on page 2-5.
 - b. Requirements for integrating the phone system(s). See the “Requirements” section of the applicable Cisco Unity Connection integration guide(s) at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.
3. Confirm that Cisco Unity Connection license file(s) are available. If the Information Services manager has not already registered Cisco Unity Connection, do so now. See the “[Obtaining Cisco Unity Connection License Files](#)” section on page 2-5.
4. Review the information on the amount of time required for the migration. See the “[Duration of the Migration \(With Exchange Only\)](#)” section on page 2-7.
5. Download the latest versions of the following utilities from the Cisco Unity Tools website:
 - Gather Unity System Info at <http://www.ciscounitytools.com/Applications/CxN/GUSI/GUSI.html>.
 - Unity to Connection Migration Export at <http://www.ciscounitytools.com/Applications/CxN/CUC1xTo2xMigrationExport/CUC1xTo2xMigrationExport.html>.
 - Unity to Connection Migration Import at http://ciscounitytools.com/App_CUCMigrationImport.htm.
6. Generate and print reports on data for the Cisco Unity system, if applicable. Refer to the “Reports” chapter of the *Cisco Unity Maintenance Guide, Release 4.0(5)* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.

**Caution**

The Unity to Connection Migration Export tool, which exports data from the Cisco Unity 4.0(5) or later system, does not export data that Cisco Unity uses to generate reports. In addition, if you are reusing the Cisco Unity server as the Cisco Unity Connection server, all the existing Cisco Unity software and data—including data that Cisco Unity uses to generate reports—is deleted during the migration. If you want any reports from the existing Cisco Unity system, generate them now.

7. Generate and print the telephony report from the Gather Unity System Info utility. See the “[Gathering Telephony Settings from the Cisco Unity System](#)” section on page 2-7.
8. Back up the Cisco Unity server. See the “[Backing Up Cisco Unity Data and Messages](#)” section on page 2-8.
9. Export Cisco Unity data and voice messages. See the “[Exporting Cisco Unity Subscriber Data and Voice Messages from Cisco Unity \(With Exchange Only\)](#)” section on page 2-8.
10. *If Cisco Unity is installed in a Unified Messaging configuration:* Remove Cisco Unity to remove Cisco Unity data from Active Directory. See the “[Removing Cisco Unity \(With Exchange Only\)](#)” section on page 2-10.

11. Do the tasks in the following parts of the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System” chapter of the *Cisco Unity Connection Installation Guide* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html:
 - Task 2 through Task 11 in “Part 1: Installing and Configuring the Cisco Unity Connection Server.” Note the following:

In Task 4, skip the section “Obtaining Cisco Unity Connection License Files (Connection Server Only)”;

 you obtained the license files in Task 3. of this list.

When you configure Connection for the integration with the phone system in Task 6., refer to the settings in the Telephony section of the Gather Unity System Info report, which you generated and printed in Task 7. of this task list.
 - All of “Part 2: Installing and Configuring a Separate Voice-Recognition Server (Optional),” if applicable.
 - If you exported Cisco Unity data and voice messages in Task 9. of this list, do Task 17. through Task 20. in “Part 3: Populating the Cisco Unity Connection System with User and Call Management Data.”

If you did not export Cisco Unity data and voice messages, in Task 9. of this list, do Task 17 through Task 22 in “Part 3: Populating the Cisco Unity Connection System with User and Call Management Data.”

**Caution**

Although classes of service and templates in Cisco Unity Connection are generally comparable to those in Cisco Unity, there are some significant differences, so we encourage you to read the documentation before you create classes of service and user templates.

12. If you did not export Cisco Unity data and voice messages, skip to Task 13. in this list.

If you exported data and voice messages, import data and voice messages into Cisco Unity Connection. See the “[Importing Data and Messages into Cisco Unity Connection \(With Exchange Only\)](#)” section on page 2-11.
13. Do the tasks in the following parts of the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System” chapter of the *Cisco Unity Connection Installation Guide* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html:
 - Task 23 through Task 29 in “Part 3: Populating the Cisco Unity Connection System with User and Call Management Data.”
 - All of “Part 4: Setting Up Administrator and User Workstations.”
 - All of “Part 5: Customizing the Cisco Unity Connection Conversation.”
 - All of “Part 6: Backing Up Cisco Unity Connection Data.”
 - All of “Part 7: Training.”
14. Reassign the phones that were used by Cisco Personal Assistant to Cisco Unity Connection. See the “[Reassigning Cisco Personal Assistant Phones to Cisco Unity Connection](#)” section on page 2-12.
15. On the Cisco Unified CallManager server, delete the unassigned directory numbers that were used by Cisco Personal Assistant. See the “[Deleting Unassigned Directory Numbers](#)” section on page 2-13.

Task List for Migrating from Cisco Unity with Domino to Cisco Unity Connection

The Cisco Unity utilities used for exporting and importing data and voice messages are not supported when IBM Lotus Domino is the message store. As a result, when you migrate from a Cisco Unity with Domino system, you must create Connection users with one of the methods documented in the *Cisco Unity Connection User Moves, Adds, and Changes Guide*. In addition, you cannot transfer Cisco Unity voice messages to Connection.

Note that if you do not have any Connection users who will use Microsoft Exchange for e-mail, calendaring, or contacts, skip any Exchange-specific tasks.

Do the following tasks in the order listed.

1. Verify the following requirements:
 - a. Requirements for the Cisco Unity Connection system and for the migration. See the “[Verifying System Requirements](#)” section on page 2-5.
 - b. Requirements for integrating the phone system(s). See the “Requirements” section of the applicable Cisco Unity Connection integration guide(s) at http://www.cisco.com/en/US/products/ps6509/products_installation_and_configuration_guides_list.html.
2. Confirm that Cisco Unity Connection license file(s) are available. If the Information Services manager has not already registered Cisco Unity Connection, do so now. See the “[Obtaining Cisco Unity Connection License Files](#)” section on page 2-5.
3. Download the latest version of the Gather Unity System Info utility from the Cisco Unity Tools website at <http://www.ciscounitytools.com/Applications/CxN/GUSI/GUSI.html>.
4. Generate and print reports on data for the Cisco Unity system, if applicable. Refer to the “Reports” chapter of the *Cisco Unity Maintenance Guide, Release 4.0(5)* at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html.



Caution

If you are reusing the Cisco Unity server as the Cisco Unity Connection server, all the existing Cisco Unity software and data—including data that Cisco Unity uses to generate reports—is deleted during the migration. If you want any reports from the existing Cisco Unity system, generate them now.

5. Generate and print the telephony report from the Gather Unity System Info utility. See the “[Gathering Telephony Settings from the Cisco Unity System](#)” section on page 2-7.
6. Back up the Cisco Unity server. See the “[Backing Up Cisco Unity Data and Messages](#)” section on page 2-8.
7. Do the tasks in the following parts of the “Overview of Mandatory Tasks for Installing a Cisco Unity Connection 1.x System” chapter of the *Cisco Unity Connection Installation Guide* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html:
 - Task 2 through Task 11 in “Part 1: Installing and Configuring the Cisco Unity Connection Server.” Note the following:

In Task 4, skip the section “Obtaining Cisco Unity Connection License Files (Connection Server Only)”; you obtained the license files in Task 2. of this list.

When you configure Connection for the integration with the phone system in Task 6, refer to the settings in the Telephony section of the Gather Unity System Info report, which you generated and printed in Task 5. of this task list.

- All of “Part 2: Installing and Configuring a Separate Voice-Recognition Server (Optional),” if applicable.
- All of “Part 3: Populating the Cisco Unity Connection System with User and Call Management Data.”

**Caution**

Although classes of service and templates in Cisco Unity Connection are generally comparable to those in Cisco Unity, there are some significant differences, so we encourage you to read the documentation before you create classes of service and user templates.

- All of “Part 4: Setting Up Administrator and User Workstations.”
 - All of “Part 5: Customizing the Cisco Unity Connection Conversation.”
 - All of “Part 6: Backing Up Cisco Unity Connection Data.”
 - All of “Part 7: Training.”
8. Reassign the phones that were used by Cisco Personal Assistant to Cisco Unity Connection. See the “[Reassigning Cisco Personal Assistant Phones to Cisco Unity Connection](#)” section on page 2-12.
 9. On the Cisco Unified CallManager server, delete the unassigned directory numbers that were used by Cisco Personal Assistant. See the “[Deleting Unassigned Directory Numbers](#)” section on page 2-13.

Verifying System Requirements

Refer to *Cisco Unity Connection System Requirements, and Supported Hardware and Software* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html to confirm that the hardware and software that you intend to use for the Cisco Unity Connection system is supported.

Some hardware, software, and configurations that are supported with Cisco Unity are not supported with Cisco Unity Connection. In particular, note the following:

- Some servers that were supported for Cisco Unity 4.0(5) and later are not supported with Cisco Unity Connection. If the Cisco Unity server is not supported with Connection, Cisco Unity Connection Setup will fail.
- Windows Server 2003 must be installed by using the Cisco Platform Configuration disc. If you install Windows Server 2003 by using any other method, Cisco Unity Connection Setup will fail.
- Phone system integrations that require voice cards are not supported.

Obtaining Cisco Unity Connection License Files

For the migration to Cisco Unity Connection, you obtain license files by sending an e-mail request. Cisco e-mails the license files. The e-mail from Cisco contains instructions on how to save and store the files. Later in the migration process, the *Cisco Unity Connection Reconfiguration and Upgrade Guide* refers you to the *Cisco Unity Connection Installation Guide*, which provides instructions on installing the license files.

The following information is required during registration:

- The MAC address (physical address) for the network interface card (NIC) in the Cisco Unity server.
- The MAC address for the NIC in the Cisco Unity Connection server.

- The product authorization key (PAK), which appears on the back of the Cisco Unity Connection Application Software Media kit.

This section contains two procedures. Do them in the order listed.

To Get the MAC Address of the Cisco Unity and Cisco Unity Connection Servers

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- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Accessories > Command Prompt**.
- Step 2** In the Command Prompt window, enter **ipconfig /all**, and press **Enter**.
- Step 3** Write down the value of Physical Address, excluding the hyphens, or save it to a file that you can access during online registration. (For example, if the physical address is 00-A1-B2-C3-D4-E5, record 00A1B2C3D4E5.)
- If the server contains more than one NIC, one value will appear for each NIC. Write down the value for the first NIC. This is the MAC address that will be assigned to both NICs when you configure fault tolerance.
- Step 4** Close the Command Prompt window.
- Step 5** If you are using a different server for the Cisco Unity Connection server, repeat [Step 1](#) through [Step 4](#) on the Cisco Unity Connection server.
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To Register and Obtain the License Files

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- Step 1** Send an e-mail requesting a license file for the migration to:
connectionmigration@external.cisco.com
- Include the following information:
- The MAC address for the NIC in the Cisco Unity server.
 - The MAC address for the NIC in the Cisco Unity Connection server.
 - The PAK from the Cisco Unity Connection Application Software Media kit.
- Step 2** When you receive a reply from licensing@cisco.com, follow the instructions in the e-mail.
- If there are questions on your request or if we need to confirm that you accept that you will lose features, we will send a query before we send the license files.
- If the license files are lost, it can take up to one business day to get another copy.
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If you do not get the licensing files within a day or if you need another copy of the licensing file, forward to licensing@cisco.com the e-mail that you sent to connectionmigration@external.cisco.com.



Note

Cisco Unity Connection software comes with a default license file that has a minimal number of settings. The license file allows installation of a Cisco Unity Connection demonstration system. For information and instructions on installing a demonstration system, refer to the “Cisco Unity Connection Demonstration System” appendix of the *Cisco Unity Connection Installation Guide* at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.

Duration of the Migration (With Exchange Only)

**Note**

If you are migrating a Cisco Unity with Domino system to Cisco Unity Connection, skip this section.

If you plan to export data and messages from Cisco Unity and import them into Cisco Unity Connection, note the following considerations:

- Exporting data takes only a few minutes.
- Messages are exported at the rate of about 240 per minute.
- Data is imported at the rate of about 40 users per minute.
- Messages are imported at the rate of about 150 per minute.

The duration of these tasks will vary depending on the following criteria:

- The speed of the processor in the Cisco Unity server.
- The amount of RAM in the Cisco Unity server.
- The amount of call traffic when you are exporting data.
- When Cisco Unity subscriber mailboxes are homed on a separate Exchange server and you are exporting voice messages, the speed of the network.

Gathering Telephony Settings from the Cisco Unity System

**Note**

If you are not integrating Cisco Unity Connection with the same phone system with which Cisco Unity is integrated, skip this section.

To integrate Cisco Unity Connection with the same phone system with which Cisco Unity is integrated, you need telephony settings from Cisco Unity to facilitate creating the integration. Do the following procedure to install the latest version of the Gather Unity System Info utility, and to display and print the telephony settings.

To Gather Telephony Settings from the Cisco Unity System

- Step 1** Install the Gather Unity System Info utility that you downloaded from the Cisco Unity Tools website:
 - a. Run **Gather Unity System Info.msi**.
 - b. Follow the on-screen prompts.
- Step 2** On the Cisco Unity server, double-click the **Cisco Unity Tools Depot** icon on the Windows desktop.
- Step 3** In the left pane, expand **Reporting Tools**.
- Step 4** Double-click **Gather Unity System Info**.
- Step 5** In the Gather Unity System Info window, select all text.
- Step 6** Press **Ctrl-C** to copy the text to the Windows clipboard.
- Step 7** Open Notepad.
- Step 8** Press **Ctrl-V** to paste the text from the Windows clipboard into Notepad.

- Step 9** Print the text or save it in a file that you can access while you are creating a phone system integration with Cisco Unity Connection.
- Step 10** Exit Notepad.
- Step 11** Exit the Gather Unity System Info utility.
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Backing Up Cisco Unity Data and Messages

If you are reusing the Cisco Unity server as the Cisco Unity Connection server, back up Cisco Unity data by using the Cisco Unity Disaster Recovery Backup tool in case you need to revert to Cisco Unity 4.0(5).

If Cisco Unity voice messages are stored in an Exchange mailbox store on the Cisco Unity server, back up Exchange messages by using an Exchange-aware backup utility.



Caution

We recommend against using the Cisco Unity Disaster Recovery Backup tool to back up voice messages. The Disaster Recovery Backup tool uses ExMerge to back up Exchange messages, and an ExMerge backup and restore of the message database may be much larger than the message database itself because ExMerge backs up each Exchange mailbox separately. If you use ExMerge and then need to restore Exchange messages, there may not be enough room on the hard disk to restore all mailboxes.

Exporting Cisco Unity Subscriber Data and Voice Messages from Cisco Unity (With Exchange Only)



Note

If you are migrating a Cisco Unity with Domino system to Cisco Unity Connection, skip this section.

Do the procedures in the following five sections in the order listed:

- [Stopping Virus-Scanning and Cisco Security Agent Services, page 2-8](#)
- [Determining the Account That the AvCsMgr Service Logs On As, page 2-9](#)
- [Installing the Unity to Connection Migration Export Tool on the Cisco Unity Server, page 2-9](#)
- [Exporting Cisco Unity Subscriber Data and Voice Messages, page 2-10](#)
- [Restarting Virus-Scanning and Cisco Security Agent Services, page 2-10](#)

Stopping Virus-Scanning and Cisco Security Agent Services



Note

If the system is not using antivirus software or Cisco Security Agent for Cisco Unity, skip this section.

You stop virus-scanning and Cisco Security Agent services on the server so that they do not slow down the installation of software or cause the installations to fail, and so they do not interfere with exporting Cisco Unity data.

**Caution**

Do not stop the Cisco Security Agent service by using the net stop command or the Cisco Security Agent icon in the task bar. These methods are not supported.

To Stop Virus-Scanning and Cisco Security Agent Services

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- Step 1** Refer to the antivirus software documentation to determine the names of the virus-scanning services.
 - Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
 - Step 3** For each virus-scanning service and the Cisco Security Agent service, right-click the name of each service, and click **Stop**.
 - Step 4** When all services have stopped, close the Services MMC.
-

Determining the Account That the AvCsMgr Service Logs On As

To install and run the Unity to Connection Migration Export tool, you must log on to Windows by using the account that the Cisco Unity AvCsMgr service logs on as. Do the following procedure to determine that account.

To Determine the Account That the AvCsMgr Service Logs On As

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- Step 1** On the Cisco Unity server, on the Windows Start menu, click **Programs > Administrative Tools > Services**.
 - Step 2** In the right pane, double-click **AvCsMgr**.
 - Step 3** Click the **Log On** tab.
 - Step 4** Write down the name of the account that the service logs on as.
 - Step 5** Click **Cancel**.
 - Step 6** Close the Services MMC.
 - Step 7** Log out of Windows.
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Installing the Unity to Connection Migration Export Tool on the Cisco Unity Server

In this section, you install the Unity to Connection Migration Export tool that you downloaded from the Cisco Unity Tools website in the [“Task List for Migrating from Cisco Unity with Exchange to Cisco Unity Connection”](#) section on page 2-1.

To Install the Unity to Connection Migration Export Tool on the Cisco Unity Connection Server

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- Step 1** Log on to the Cisco Unity server by using the account that you identified in the [“To Determine the Account That the AvCsMgr Service Logs On As”](#) procedure on page 2-9.

- Step 2** Run `CUMigrationExport.msi`.
 - Step 3** Follow the on-screen prompts.
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Exporting Cisco Unity Subscriber Data and Voice Messages

We recommend that you run the Unity to Connection Migration Export tool during nonbusiness hours so the report runs faster and so it does not interfere with Cisco Unity performance.

To Export Cisco Unity Subscriber Data and Voice Messages

- Step 1** Browse to the directory **CUC Migration Export**.
 - Step 2** Run `UnityToConnectionMigrationExport.exe`.
For information on exporting data and voice messages, including which data can be exported, refer to the Help file `UnityToConnectionMigrationExport.htm`.
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Restarting Virus-Scanning and Cisco Security Agent Services



Note

If the system is not using antivirus software or Cisco Security Agent for Cisco Unity, or if you are reusing the Cisco Unity server as the Cisco Unity Connection server and will be installing Cisco Unity Connection immediately, skip this section.

To Restart Virus-Scanning and Cisco Security Agent Services

- Step 1** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
 - Step 2** For each virus-scanning service and the Cisco Security Agent service, right-click the name of each service, and click **Start**.
 - Step 3** When the services have restarted, close the Services MMC.
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Removing Cisco Unity (With Exchange Only)

If Cisco Unity is installed in a Unified Messaging configuration, some Cisco Unity-specific data is stored in the Active Directory database. Removing Cisco Unity removes this data from Active Directory.

To Remove Cisco Unity

- Step 1** On the Cisco Unity server, browse to the directory `CommServer\Utilities\UninstallUnity3xand4x`.

- Step 2** Remove Cisco Unity by following the instructions in the Help file UninstallUnity3xand4x.htm.
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Importing Data and Messages into Cisco Unity Connection (With Exchange Only)

**Note**

If you are migrating a Cisco Unity with Domino system to Cisco Unity Connection, skip this section.

Do the procedures in the following three sections in the order listed:

- [Installing the Unity to Connection Migration Import Tool on the Cisco Unity Connection Server, page 2-11](#)
- [Updating the Export File to Accommodate Limited Licenses for User Features, page 2-11](#)
- [Importing Cisco Unity Subscriber Data and Voice Messages into Cisco Unity Connection, page 2-12](#)

Installing the Unity to Connection Migration Import Tool on the Cisco Unity Connection Server

In this section you install the Unity to Connection Migration Import tool that you downloaded from the Cisco Unity Tools website in the [“Task List for Migrating from Cisco Unity with Exchange to Cisco Unity Connection”](#) section on page 2-1.

To Install the Unity to Connection Migration Import Tool on the Cisco Unity Connection Server

- Step 1** Log on to the Cisco Unity Connection server.
- Step 2** Run **CUMigrationImport.msi**.
- Step 3** Follow the on-screen prompts.
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Updating the Export File to Accommodate Limited Licenses for User Features

**Note**

When you import user data, you are prompted to choose the template with which you want users to be created. If the Cisco Unity Connection license includes enough licenses for all users to have the same features (for example, 500 Advanced User licenses when you have 500 users), and if you want to create all users with one template (and the associated class of service), skip this section.

When the Cisco Unity Connection license includes a limited number of licenses for some user features (for example, 50 Advanced User licenses when you have 500 users), you must use different templates and classes of service for the users who should have access to these features and for the users who should not.

If you use one template and class of service for all users and the features are enabled, then importing users will fail after the last license is used. In the example of 50 Advanced User licenses for 500 users, the import will fail while importing the 51st user.

If you use one template and class of service for all users and the features are disabled, then importing users will succeed, but no one will have access to the features for which you have limited licenses. You will then have to manually change the settings for the users who will use those features.

To use two or more templates, you can update the CSV file that was created when you did the procedures in the “Exporting Cisco Unity Subscriber Data and Voice Messages from Cisco Unity (With Exchange Only)” section on page 2-8. For each user, you add the name of the template with which you want each user to be created. For information on editing the CSV file, see the Help for the Bulk Administration Manager tool, which is available in the Administration Tools section of Tools Depot.

Importing Cisco Unity Subscriber Data and Voice Messages into Cisco Unity Connection

To Import Cisco Unity Subscriber Data and Voice Messages into Cisco Unity Connection

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- Step 1** On the drive where Cisco Unity Connection is installed, browse to the **Connection\Utilities\CUMigrationImport** directory.
- Step 2** Run **UnityToConnectionMigrationImport.exe**. For information on using the import utility, refer to the Help file **UnityToConnectionMigrationImport.htm**.

If you encounter any errors during the import, review the *Migration Tool for Going from Cisco Unity to Connection* training video at http://ciscounitytools.com/TOL_CUC1.1.htm. (Note that although the page is labeled “Connection 1.1 Training Videos,” the video applies to Connection 1.x.)

Reassigning Cisco Personal Assistant Phones to Cisco Unity Connection



Caution

If the phones used by Cisco Personal Assistant are not reassigned to Cisco Unity Connection, calls may be routed to the wrong extension.

You can use the Bulk Administration Tool to change the partition on phones in much less time than it takes to make the changes to each phone individually. For instructions on using the tool, refer to the Cisco Unified CallManager documentation, available at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_installation_and_configuration_guides_list.html.

If you prefer to make the changes individually on each phone, do the following procedure.

To Individually Reassign Cisco Personal Assistant Phones to Cisco Unity Connection

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- Step 1** In Cisco Unified CallManager Administration, on the Device menu, click **Phone**.

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- Step 2** On the Find and List Phones page, click **Find**.
 - Step 3** Click the first phone that you want to assign to the Cisco Unity Connection partition.
 - Step 4** On the Directory Number Configuration page, in the Partition field, click the partition that gives the Cisco Unity Connection voice messaging ports access to the phone.
 - Step 5** In the Calling Search Space field, click the calling search space that provides access to the Cisco Unity Connection pilot number and to other extensions that the phone must be able to call.
 - Step 6** In the Voice Mail Profile field, select the voice mail profile that you created for Cisco Unity Connection when you programmed Cisco Unified CallManager for the integration.
 - Step 7** Click **Update**.
 - Step 8** Repeat [Step 3](#) through [Step 7](#) for all remaining phones that must be reassigned to Cisco Unity Connection.
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Deleting Unassigned Directory Numbers

Even after you reassign Cisco Personal Assistant subscriber phones to Cisco Unity Connection, the directory numbers that were used by Cisco Personal Assistant remain in the Cisco Unified CallManager database. To prevent calls to these extensions from being misrouted, delete unassigned directory numbers in the Cisco Unified CallManager database.

To Delete Unassigned Directory Numbers

- Step 1** In Cisco Unified CallManager Administration, on the Route Plan menu, click **Route Plan Report**.
 - Step 2** On the Route Plan Report page, in the first Search Options list, click **Unassigned DN** and click **Find**.
 - Step 3** Under Search Results, check the check box next to the directory numbers that were used by Cisco Personal Assistant and click **Delete Selected**.
 - Step 4** When prompted that the directory number will be deleted, click **OK**.
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